



## Monthly Service Quality Report

Apr 2026



**KPI** **Indicadores de Qualidade de Serviços (IQS)**

**Apr/26**

### Direct Services

#### Security Inspection Queue Time

|   |                                                     |   |        |
|---|-----------------------------------------------------|---|--------|
| 1 | Domestic Passengers waiting more than 5min (Q)      | Q | 98,95% |
| 2 | International Passengers waiting more than 5min (Q) | Q | 76,81% |

#### Equipment Availability

|   |                                                                          |   |        |
|---|--------------------------------------------------------------------------|---|--------|
| 3 | Percentage of elevator availability time (Q)                             | Q | 99,88% |
| 4 | Percentage of time of availability of escalators and moving walkways (Q) | Q | 99,84% |
| 5 | Percentage of Baggage Processing System Availability Time (Q)            | Q | 99,44% |

#### Air Side Installations

|   |                                                             |   |        |
|---|-------------------------------------------------------------|---|--------|
| 6 | Service on Boarding Bridges* - Domestic Passengers (Q)      | Q | 99,56% |
| 7 | Service on Boarding Bridges* - International Passengers (Q) | Q | 99,87% |

#### Passenger Satisfaction Survey\*

|    |                                                                                   |   |      |
|----|-----------------------------------------------------------------------------------|---|------|
| 8  | Ease of finding your way around the terminal (Q)                                  | Q | 4,37 |
| 9  | Ease of accessing flight information (Q)                                          | Q | 4,34 |
| 10 | Bathroom Cleaning (Q)                                                             | Q | 4,24 |
| 11 | Availability of restrooms (Q)                                                     | Q | 4,40 |
| 12 | Availability of official airport operator Wi-Fi (Q)                               | Q | 3,79 |
| 13 | Comfort in the boarding area (Q)                                                  | Q | 3,99 |
| 14 | Thermal Comfort (Q)                                                               | Q | 4,37 |
| 15 | Acoustic Comfort                                                                  |   | 4,15 |
| 16 | General cleaning of the airpor (Q)                                                | Q | 4,38 |
| 17 | Ease of getting out of the vehicle and accessing the terminal on the sidewalk (Q) | Q | 4,18 |

#### Satisfaction Indexes

|    |                                                         |  |        |
|----|---------------------------------------------------------|--|--------|
| 18 | Waiting time in the check-in queue                      |  | 95,06% |
| 19 | Quality of the airport operator's official parking lots |  | 91,07% |
| 20 | Price-quality ratio of food at the airport              |  | 75,82% |

\* - Rating scale: from 1 to 5

Q - Indicators that integrate the Q factor  
normative basis:

Resolution No. 372 of December 15, 2015 - ANAC;  
Ordinance No. 17.382/SRA of July, 2025 - ANAC;  
Decision No. 592, of December 28, 2022 - ANAC